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Memorandum

TO: BATA Oversight Committee

DATE: April 6, 2011

FR: Executive Director

W. I. 1253

RE: FasTrak[®] Customer Service Center Technical Assistance: Jacobs Engineering Group, Inc.

BATA is responsible for the operation of the FasTrak customer service center which includes customer account management, processing of BATA, Golden Gate Bridge District, and Express Lane toll transactions and violations, call answering, tag distribution, violation notice processing, payment processing, automatic credit card account replenishment, web site management, violation image review, customer correspondence and the CSC system maintenance. After a competitive selection, BATA entered into a contract with ACS on December 31, 2003 for the management and operation of the CSC. This contract has been extended through May 30, 2013.

Staff intends to begin the procurement process for a new CSC vendor to be in place when the current vendor's term expires. We anticipate it will take 3-4 months to develop the Request for Proposal and other procurement documents and 6-8 months to select a new vendor. The new vendor will have 12-15 months to develop and test the new system and plan the migration and transition activities.

In order to assist with the RFP development and procurement tasks, staff is requesting approval of a consultant contract for technical services. In January 2011, the Committee authorized contracts with a pool of firms, including Jacobs Engineering Group, Inc., to provide on-call ITS design services to BATA. Jacob's staff has extensive experience with the toll industry and with CSC procurements and operations. Jacobs has recently developed CSC procurement documentation for toll operators in the states of Texas and Washington. Staff is requesting approval to enter into a contract with Jacobs in the amount of \$450,000 to provide technical assistance for the CSC procurement. Their tasks would include developing a needs assessment and gap analysis for our FasTrak[®] CSC operations, developing the RFP scope of work, and providing technical support during the proposal evaluation period.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract with Jacobs Engineering Group, Inc. in an amount not to exceed \$450,000 for the FasTrak CSC procurement.

Steve Heminger

REQUEST FOR AUTHORITY APPROVAL

Summary of Proposed Contract

Work Item No.:	1253
Contractor:	Jacobs Engineering Group, Inc. San Francisco, CA
Work Project Title:	FasTrak CSC Technical Assistance
Purpose of Project:	Procurement Assistance for CSC
Brief Scope of Work:	Provide technical assistance for procurement of CSC contract including needs assessment, develop RFP and technical support during proposal evaluation period
Project Cost Not to Exceed:	\$450,000
Funding Source:	BATA Capital Budget - Rehabilitation
Fiscal Impact:	Project costs of \$450,000 are consistent with funds programmed and budgeted in the FY 2010-11 BATA rehabilitation budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with Jacobs Engineering Group, Inc. for CSC technical assistance and the Chief Financial Officer is directed to set aside funds up to \$450,000 for such contract.
BATA Oversight Committee:	<hr/> Bill Dodd, Chair
Approved:	Date: April 13, 2011